

**OFFICE OF THE CLERK
UNITED STATES BANKRUPTCY COURT
DISTRICT OF NEW HAMPSHIRE**

GEORGE A. VANNAH
CLERK

NORRIS COTTON FEDERAL BUILDING
275 CHESTNUT STREET, ROOM 404
MANCHESTER, NH 03101
(603) 222-2600

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To Our CM/ECF Users;

Over the last few weeks the court has been updating the CM/ECF page of our web site. We have added some additional features we hope will be helpful to you. We have added a frequently asked question section, a link to the national list of courts live on ECF and a Help Desk link, all at www.nhb.uscourts.gov.

We here at the court know from time to time CM/ECF users have questions about processes and procedures, and what is either required or what is the preferred way to submit a given document or obtain a desired result on the system.

To that end, the automation staff has looked at a number of "help desk" softwares. At their recommendation we have adopted **Wonderdesk** help desk software. This program can be accessed two ways. One way will be to click on the yellow question mark from any page within CM/ECF, the other is from the CM/ECF portion of the Court's web site. We have populated it with frequently asked questions, and will continue to update it as further questions develop. The program will be available beginning June 23, 2003. Procedures on how to use this software can be found on the CM/ECF home page. This software is not meant to take the place of the existing help desk phone line, but is one more resource for our users. If you have any questions regarding the help desk software, please email jim_chiavaras@nhb.uscourts.gov.

And one final piece of information for you. An upgraded version of CM/ECF has been released to the courts and we are in the process of customizing it for our use. We expected to install this new software in September and will keep you apprized of our progress. The majority of changes will affect court staff, however you will notice some minor differences in some of the screens and menus. Some additional changes will be the ability to have a judge, trustee and 341 meeting assigned immediately after filing a new case, a credit card module which will allow attorneys to charge filing fees on line rather than having a credit card number on file with the court and the ability for two individuals to share the same login.

/s/ George A. Vannah
George A. Vannah, Clerk